Your Chat Transcript from Amazon

1 message

Amazon.in <amazon-transcript@amazon.in>
To: Rohit Kumar <xxxxxxxt.kxx@gmail.com>

Mon, Aug 10, 2015 at 12:59 PM

Message From Customer Service

Hello,

Here's a copy of the chat transcript you requested:

Initial Question: I am writing to report a fraudulent transaction done through my father-in-law's debit card on August 10, 2015 at 9:00 AM.

The caller (08271131208) posed as an agent calling from Bank, and told that the debit card has expired and needs to be renewed / reset. He asked to confirm the card no. and subsequently asked for OTP. Since it's SBI Maestro Debit card, all he needed was card no. and OTP.
The transaction alert SMS from bank states a transaction of Rs. 20,000/- vide txn# 081012749664.

Details of the issue are as follow:
Caller - 08271131208
Amount - 20,000/- INR
Txn No. - 081012749664
Date / Time - August 10, 2015 at 9:09 AM
Card Type - State Bank of India - Maestro Debit Card

Details of Account Holder / Victim:
Name - Kishore Pandit
Mobile - 9422xxxxx4

12:42 PM IST Manogna(Amazon): Hello Rohith, my name is Manogna. I'm sorry about this. I'll be glad to help you.
12:43 PM IST Manogna: May I place your chat on hold for two minutes while I research this for you?
12:43 PM IST Rohit Kumar: Sure.
12:45 PM IST Manogna: Rohith, thanks for your patience!
12:46 PM IST Rohit Kumar: My father-in-law is currently in process of filing an FIR with police authorities, copy of which will be emailed, once the FIR process is finished.
12:47 PM IST Manogna: I have checked the transactions history , I wasn't able to find the exact order that was associated with the Fraud Transaction. I do understand your worry and concern.
12:47 PM IST Rohit Kumar: no, not my transaction madam.
12:48 PM IST Manogna: I'm sorry Sir, I understood the paoint.
point*
12:48 PM IST Rohit Kumar: My father in law, the victim is not an Amazon user
12:49 PM IST Rohit Kumar: his card was used for a fraud transaction. The bank SMS alert says a transaction of Rs. 20,000 at POS - Amazon_Moto_BD,

I have provided the transaction no., as provided by the bank, above

12:52 PM IST Manogna: Rohith, I do understand your point! If the alert says POS then it was used for swiping Sir.

12:52 PM IST Rohit Kumar: No no. I am regular Amzon user, and my SBI account statements also say this type of text only.

12:53 PM IST Manogna: As you are already in the process of filing the FIR, I request you to please scan and send us the copy of the Bank Statement that you have received so that I can escalate the issue and our billing team will get back to you.

12:53 PM IST Rohit Kumar: yes, that sounds a progress.

what email ID should the details be sent to ?

12:54 PM IST Rohit Kumar: And what details / documents do you require from our side.

12:54 PM IST Manogna: Yes, You can send the copies to cs-reply@amazon.in .

12:55 PM IST Manogna: And we would need the Bank's copy, and the messsage you have provided me at the satrting of the conversation and if possible the FIR.

If the team needs anything else they will get back to you.

12:56 PM IST Rohit Kumar: 1. Bank statement.

2. FIR copy

3. Issue details (as mentioned earlier)

anything else ?

12:56 PM IST Manogna: i request you to please check your mails after you send us the details.

12:56 PM IST Rohit Kumar: sure, i will be constantly.

12:56 PM IST Manogna: Perfect! That would be all needed.

12:56 PM IST Rohit Kumar: Thank you. Let me obtain the required copies. And once again, thanks for the help, and info.

12:57 PM IST Manogna: You're Welcome Rohit!

I hope your issue gets resolved as early as possible. :)

12:57 PM IST Rohit Kumar: Thank you Manogna. have a nice day. that will be all for now.

12:57 PM IST Manogna: Thank you for contacting Amazon. Have a great day.

It's my pleasure assisting you.

Could you Please click "End chat" to close this window?

Thank you.

Amazon.in